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## Participant Guide – AR351: Creating and Maintaining Receivables

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State of Kansas



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## **Course Overview**

### **Course Objectives**

Upon completion of the course, you will be able to:

- Understand specific receivables terms
- Understand the end-to-end process for receivables in the Accounts Receivables and Billing modules
- List and describe the roles involved in creating and maintaining receivables
- Enter and review receivables with specific information
- Maintain and update receivables with specific information
- Understand transfer receivables
- Understand account aging and communication
- Understand collections and exceptions management

### **Agenda**

Today, we will cover the following topics:

- Introduction to Receivables
- Entering Receivables
- Maintaining and Updating Receivables
- Transferring Receivables
- Account Aging and Communication
- Collections and Exceptions Management

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### **Participant Notes:**

## Lesson 1: Introduction to Receivables

### Objectives

Upon completion of this lesson, you will be able to:

- Define key terms, including receivables, item entry, customers, aging, batch processing, posting, and AR Update
- Describe how receivables fits into the end-to-end process of Accounts Receivable and Billing
- List and describe the roles involved in creating and maintaining receivables



### Key Terms

- **Receivable** – An expectation to receive payment for goods or services sold
- **Item Entry** – Entering invoices, debit memos, and credit memos
- **Customers** – Entity that receives or consumes products (goods or services) and has the ability to choose between different products and suppliers
- **Aging** – This process of allowing a user to view the time that has passed since customers were billed or a pending item was established
- **Batch Processing** – The process of running a series of programs or “jobs” in the system without the need for user action
  - This also includes identifying when AR Update is complete
- **Posting** – An automated process of creating and recording accounting entries in SMART
- **Posting Statuses**
  - Not Posted
  - Errors
  - Complete

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### Participant Notes:



- **AR Update** – The posting process in SMART Receivables is known as AR Update. The AR Update process occurs throughout the system as you post pending items. These pending items can be entered online, created by your billing interface, created during payment processing, or during item maintenance activities. AR Update runs hourly.

### Topic 1: Receivables Process

- SMART Receivables is designed to support multiple item and payment processing functions. Receivables reduces the need to store extra data and thereby associated maintenance, reconsolidation, and accurate data integrity problems.
- SMART Receivables is designed to store large quantities of information and support many functions, you can control the amount of data that you work with by selecting only the information that you need.

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**Participant Notes:**

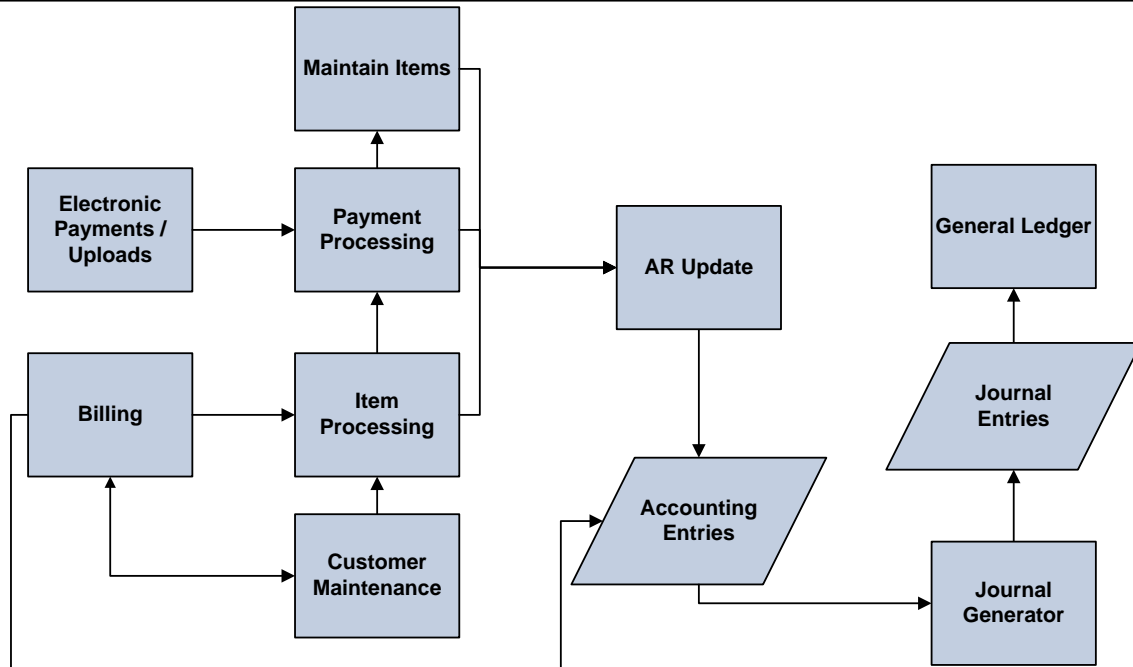


Figure 1. End-to-End Accounts Receivable and Billing Process

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**Participant Notes:**

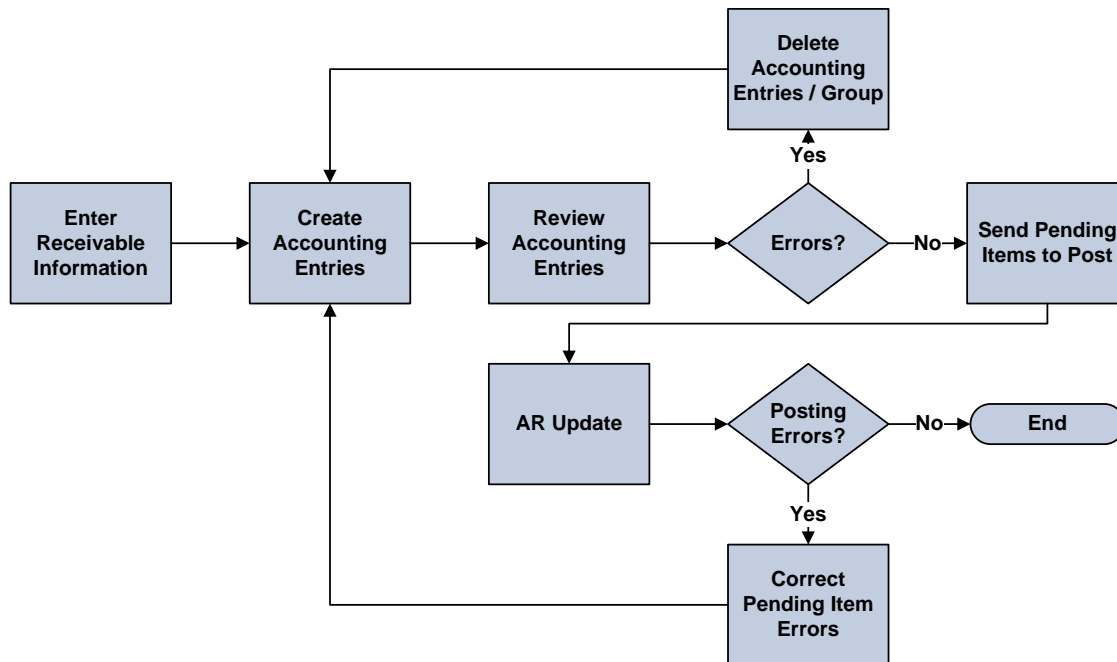


Figure 2. Receivables Lifecycle Process

## Topic 2: Accounts Receivable Roles

Role	Description
AR Agency Administrator	This role is responsible for approving agency deposits in addition to creating and updating customers and customer information.
AR Configurator	This role is responsible for setting up and maintaining values that are used for some AR fields, such as payment terms and aging categories. They also have the ability to correct history for effective dated rows.
AR Maintainer	This role is responsible for reviewing and maintaining Accounts Receivable information, including customer, contact, deposit, item, and payment information.

### Participant Notes:





Role	Description
Pending Item Processor	This role is responsible for creating pending items, credit, and debit memos. This role also views customer, payment, and deposit information.

### Lesson Review

In this lesson, you learned:

- How to define key terms for receivables processing
- How to describe how Receivables fits into the end-to-end process of Accounts Receivable and Billing module
- How to describe the roles involved in creating and maintaining receivables



### Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

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### Participant Notes:



## Lesson 2: Entering and Reviewing Receivables

### Objectives

Upon completion of this lesson, you will be able to:

- Enter data for pending items, including online items (group) and external item (group)
- Create accounting entries and set them to post
- Enter entry type
- Enter reason code
- Locate and view all items with detail
- Locate and utilize the Review Items page
- Update pending items

### Topic 1: Working with Pending Items

- **Pending Items** – Amounts that are billed to a customer but not paid. These are any receivable item that has not yet been posted to an account in SMART. Pending items can be entered in two ways, manually as online items or received as external items from a billing program, such as SMART Billing and Pending Item Interface.
  - **Online Pending Items** – Pending items that are entered manually. When you enter pending items, you enter control information for the group and detailed information about each item.
  - **External Items** – Pending items from a billing program, such as SMART Billing
    - External items are edited by SMART so that errors are discovered during posting instead of during pending item activity
- **Create Accounting Entries and Setting Them to Post** – The posting process in SMART Receivables is known as AR Update. The AR Update process occurs in SMART as you post pending items. These pending items are created online,

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### Participant Notes:



externally by your billing interface, during payment processing, or during item maintenance activities.

- When you post items in SMART Receivables, SMART processes groups of pending items to update a customer's balance, and creates balanced, valid accounting entries. These accounting entries are then passed to the General Ledger by a process called the Journal Generator.



### Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Viewing All Items With Detail.

#### Group Control Page:

Use this page to view the control totals, currency, group type, origin ID, and the status of the item group.




Page Name	Navigation
Group Control	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Group Control



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#### Participant Notes:




Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit: 17300      Group ID: NEXT

\*Accounting Date: 11/23/2009   
 \*Group Type:    
 \*Origin ID:  

Control Currency:    
 \*Format Currency: USD 



Control Totals			
Control:	0.00	*Count:	0
Entered:	0.00	Count:	1
Difference:	0.00	Count:	-1
Posted:	0.00	Count:	0



Control Data			
*Received:	11/23/2009 	*Entered:	11/23/2009 
Posted Date:			
Assign:	FMSSTUEL 	User:	FMSSTUEL

Group Status

Edit Status: Edited  
 Balanced: No  
 Posting Status: Not Posted

Accounting Entries: Not Balanced  
 Posting Action: Do Not Post

 Save   
  Notify

 Add   
  Update/Display

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Figure 3. Group Control Page

Fields	Description
Accounting Date	This is the current SMART system date
Group Type	This field is a code that categorizes the types of groups processed in SMART. For online pending item entry, Group Type is always <i>B</i> .
Origin ID	This field indicates whether the group was entered online ( <i>OBILL</i> ) or from an external billing source ( <i>PS BI</i> )
Control Currency	The State of Kansas is only using <i>USD</i>
Format Currency	The State of Kansas is only using <i>USD</i> . This defaults when a new group is created.

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### Participant Notes:

**Participant Guide**

Fields	Description
Control Amount	Use this field to enter the total amount of the pending item(s)
Count	Use this field to enter the number of pending item(s)

*Table 1. Group Control Page Elements***Pending Item 1 Page:**

Use this page to view the item information, payment terms, and any other reference information for each item in the group.

Page Name	Navigation
Pending Item 1	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Pending Item 1

---

**Participant Notes:**

Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit: 17300    Group ID: NEXT

**Pending Item Entry**

Find | View All    First 1 of 1 Last

\*Accounting Date: 11/23/2009  
 \*Item ID:   
 \*Business Unit: 17300  
 \*Amount:   
 \*Entry Type:   
 Rate Type:   
 Exchange Rate:

\*As Of Date: 11/23/2009  
 \*Customer:   
 \*Currency:   
 Reason:   
☒ Revalue Flg

Sequence: 1  
 Line:  Copy Line  
 \*AR Dist:   
 Entry Event:

**Payment Terms**

Terms: <input type="text"/>	Due Date: <input type="text"/>	Due Days: <input type="text"/>
Disc Amt: <input type="text"/>	Disc Date: <input type="text"/>	Disc Days: <input type="text"/>
Disc Amt 1: <input type="text"/>	Disc Date 1: <input type="text"/>	<input type="checkbox"/> Always Allow Discount

**Reference Information**

PO Ref: <input type="text"/>	PO Line: <input type="text"/>	BOL: <input type="text"/>	Order No: <input type="text"/>
Document: <input type="text"/>	Line Item: <input type="text"/>	Contract: <input type="text"/>	L/C ID: <input type="text"/>

Save
Notify

Add
Update/Display

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Figure 4. Pending Item 1 Page

Fields	Description
As Of Date	Use this field to enter a date for the pending item. This date is usually the same as the accounting date. A different date can be entered and used for aging purposes. This date can also be used to record the invoice date used to calculate payment terms.
Item ID	Use this field to enter a name/number that describes the pending item. This can also be the invoice ID (if the item is from Billing).

**Participant Notes:**



## Participant Guide

Fields	Description
Business Unit	Use this field to enter the agency specific business unit. This field defaults from the Group Control Page.
Customer	Use this field to enter the customer number.
Amount	Use this field to enter the amount of the pending item(s).
Currency	The State of Kansas is only using <i>USD</i> . This field defaults if the data is entered on the Group Control Page. If it is not, it must be entered here.
Entry Type	<p>Every receivable transaction that is entered (or generated by SMART) must have an <b>Entry Type</b> associated with it. SMART uses pending items along with associated <b>Entry Types</b> and <b>Entry Reasons</b> to create or update items and to maintain customer balances.</p> <p>The SOK Entry Types for Pending Item Entry are <i>Invoice (INV)</i>, <i>Credit Memo (CR)</i>, <i>Debit Memo (DR)</i>, <i>InterFund (IF)</i>, <i>InterFund Credit Memo (IFCR)</i>, and <i>InterFund Debit Memo (IFDR)</i>.</p> <p><b>Note:</b> The Entry Type/Reason Code combination creates funding.</p>

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**Participant Notes:**



Fields	Description
Reason Code	All Pending Items require Reason Codes. Reason Codes (entry reasons) allow ChartFields to be defined for each entry type. Multiple entry reasons can be assigned to a single entry type. Reason codes can be used for Invoices, debit memos, credit memos, and InterFunds. Reason Codes are agency specific and the AR Configurator in each agency can update reason codes. <b>Note:</b> The Entry Type/Reason Code combination creates funding.
Terms	This field value defaults to <i>NET30</i> . This field is used to determine when the payment is due for an item(s). This field can be overwritten.
Reference Information Section	Use this section to reference back to specific purchase orders information, if available. These fields are not required.
AR Distribution	This code is used for SMART to generate the offsetting accounting lines for the pending item. This is not controlled by the agency, and is centrally maintained.

*Table 2. Pending Item 1 Page Elements*

**Pending Item 2 Page:**

Use this page to view any correspondence or personnel information, and to place an item in dispute or collections.

Page Name	Navigation
Pending Item 2	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Pending Item 2

---

**Participant Notes:**



Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit: 17300
Group ID: NEXT

Pending Item Entry
Find | View All | First 1 of 1 | Last

Item ID:
Line:

Business Unit: 17300
Customer:

Amount: 0.000
Currency:

Collection Status

☐ Dispute
Reason: 
Date: 
Amount:

☐ Collection
Code: 
Date:

Latest Dunning: 
Date:

Last OC:

Last Statement:

Additional Detail

Sales:

Analyst:

Collector:

Location:

Pay Method:

Draft Type:

Cash Forecasting

Bank Code:

Account:

Draft Options

☐ Preapproved?

☐ Create Document?

☐ One Item per Draft?

Save
Notify

Add
Update/Display

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Figure 5. Pending Item 2 Page

Fields	Description
Dispute	Use this field to mark the item in dispute
Dispute Reason	Use this field to enter the dispute reason. This field becomes available after the item has been marked for Dispute.
Collection	Use this field to mark the item in collection
Bank Code	The State of Kansas uses only one bank code: <i>KSBNK</i>
Account	The State of Kansas uses only one account: <i>MAIN</i>

Table 3. Pending Item 3 Page Elements

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### Participant Notes:

### Pending Item 3 Page:

Use this page to view consolidated invoices from SMART Billing and enter other user-defined values.

**Note:** You can only see consolidated invoices that originated in SMART Billing (*PS BI*).

Page Name	Navigation
Pending Item 3	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Pending Item 3

Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit: 17300
Group ID: NEXT

Pending Item Entry
Find | View All | First | 1 of 1 | Last

Item ID: \_\_\_\_\_

Business Unit: 17300      Customer: \_\_\_\_\_

Amount: \_\_\_\_\_      0.000 Currency: \_\_\_\_\_

Line: + -

**Consolidated Invoice**

Unit:  🔍

Invoice:

**User Amounts**

1:

2:

3:

4:

5:

6:

7:

8:

**User Date**

1:

2:

3:

4:

**User Text**

1: <input type="text"/>	6: <input type="text"/>
2: <input type="text"/>	7: <input type="text"/>
3: <input type="text"/>	8: <input type="text"/>
4: <input type="text"/>	9: <input type="text"/>
5: <input type="text"/>	10: <input type="text"/>

Save
Notify

Add
Update/Display

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Figure 6. Pending Item 3 Page

### Participant Notes:

Fields	Description
Unit	This field is the same as the Business Unit
Invoice	Use this field to enter the corresponding invoice name/number

Table 4. Pending Item 3 Page Elements

### Accounting Entries Page:

Use this page to create accounting entries for each item in the group. You can also use this page to correct an accounting entry if there was a mistake.

Page Name	Navigation
Account Entries	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Accounting Entries

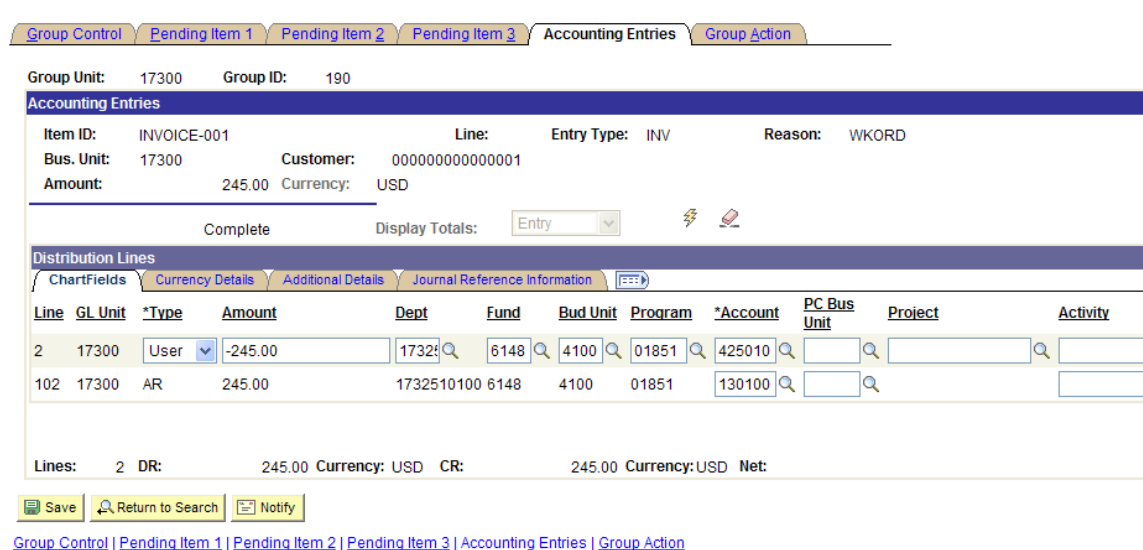



Figure 7. Accounting Entries Page

### Participant Notes:



Fields	Description
Create 	Click the Create button to have the system create accounting entries for one pending item at a time. After you click the <b>Create</b> button, the accounting entries appear in the grid at the bottom of the page.

*Table 5. Accounting Entry Page Elements***Group Action Page:**

Use this page to verify that a group is balanced, delete an item group, create, or delete online account entries for an entire group, or specify the posting action.

Page Name	Navigation
Group Action	Accounts Receivable > Pending Items > Online Items > Group Entry > Add New Value > Group Action

---

**Participant Notes:**

Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit: 17300

Group ID: NEXT

---

Entered: 11/23/2009

Status: Do Not Post

Group Actions

Balance

Delete Group

Posting Action

Action:

Do Not Post

OK

Accounting Entry Actions

Create Entries

Delete Entries

Save

Notify

Add

Update/Display

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

*Figure 8. Group Action Page*

Fields	Description	Meaning
Action	Batch Standard	This option flags the group for posting the next time AR Update runs
	Do Not Post	This option acts like a save function and does not flag the group to be picked up by AR Update.

*Table 6. Group Action Page Elements*



### Walkthrough/Activity

We will now complete Activity 1: Working With Pending Items in your Activity Guide.

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### Participant Notes:



## Topic 2: All Items With Detail

- **All Items with Detail** – You can view items after they have been entered into SMART. You can also inquire on any item group regardless of posting status or post action.
- You also have the ability to view Pending Items regardless of status and/or posting action by utilizing the **Review Items** page. The ways to do this are as follows:
  - Group Status
  - Groups Not Set to Post
  - Groups Set to Post
  - Any Item Group
  - Single Item
  - Billings by Origin
  - Conversations
  - Pending Item Status

## Topic 3: Updating Pending Items

- You have the ability to update pending items before the group is picked up in AR Update. To do so, you must first set your posting status to *Do Not Post* before you can update your data.
- Once you have updated your data, you then change your posting status back to Batch Standard

## Lesson Review

In this lesson, you learned:

- How to create accounting entries and set them to post
- How to enter data for pending items including, entry type and reason code
- How to locate and view group status, all items with detail, groups not set to post, and any item group

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## Participant Notes:



## AR351: Creating and Maintaining Receivables Participant Guide

Statewide Management, Accounting and Reporting Tool



- How to utilize the Review Items page
- How to update pending items



### Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids—Dispute Reasons, Payment Terms, Item Processing, Entry Types  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

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**Participant Notes:**

## Lesson 3: Maintaining and Updating Receivables

### Objectives

Upon completion of this lesson, you will be able to:

- Change a payment term
- Apply debit and credit memos to each other
- Understand what processes are utilized within worksheets and how worksheets are used
- Clean up accounts with a maintenance worksheet and review maintenance worksheet item account entries using debit/credit memos and write-offs
- Enter a multi-item update
- Unpost an item group
- Unpost a maintenance group



### Key Terms

- **Payment Terms** – are used to calculate net due dates
- **Maintenance Worksheets** – A maintenance worksheet is a workspace for offsetting, writing-off, or adjusting posted items. You can also use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

### Topic 1: Change Item Pay Terms

- **Item Due Date** – SMART enables you to modify the payment terms of an item. This implies a change in the due date of the item. In such situations, you need to update single item information. By changing payment terms, SMART updates the Item Due Date based on the selected term change.

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### Participant Notes:





# AR351: Creating and Maintaining Receivables Participant Guide

Statewide Management, Accounting and Reporting Tool



## Detail 1 Page

Use this page to change payment options for an item. Put an item in dispute or collections, mark an item as a deduction, and assign item owners.

Page Name	Navigation
Detail 1	Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
----------	----------	----------	---------------	-------------------------	--------------------

Unit:	17300	Customer:	00000000000019Jenkins Floral Shop		
Item ID:	35108365	Line:		Days Late:	69
				Status:	Open

Accounting Date:	01/01/2010	Entry Type:	INV	Billing Unit:	
Balance:	83.00	USD	Entry Reason:	WKORD	Original Amount: 83.00 USD
			AR Distribution Code:	AR	

<b>Discount Options</b>	
Due Date:	01/01/2010
Terms:	IMMED
Discount Amount:	
Discount Amount 1:	
<input type="checkbox"/> Always Allow Discount	
As Of Date:	01/01/2010
Posted:	01/31/2010

<b>Payment/Draft Options</b>	
Payment Method:	Check
Draft Type:	
Direct Debit Profile ID:	
<input type="checkbox"/> Preapproved?	
<input type="checkbox"/> Create Document?	
<input type="checkbox"/> One Item per Draft?	

<b>Customer Relations</b>	
<input type="checkbox"/> Dispute	Reason: <input type="text"/> Date: <input type="text"/>
<input type="checkbox"/> Deduction	Reason: <input type="text"/> Date: <input type="text"/>
<input type="checkbox"/> Doubtful	
<input type="checkbox"/> Collection	Code: <input type="text"/> Date: <input type="text"/>
Analyst:	001 Credit Analyst
Collector:	3RDPARTY 3rd Party Collector
Sales Person:	STATE STATE
AR Specialist:	<input type="text"/>

<b>Other Options</b>	
<input checked="" type="checkbox"/> Revaluation Flag	<input checked="" type="checkbox"/> Available for Netting

Figure 9. Detail 1 Page

Fields	Description
Due Date	This field shows the new item due date based on the change in the payment terms.

## Participant Notes:



Fields	Description
Terms	Use this field to select a payment term that defines the due date.

*Table 7. Detail 1 Page Elements***Walkthrough/Activity**

We will now complete Activity 2: Change Item Pay Terms in your Activity Guide.

**Topic 2: Multi-Item Update**

- SMART Receivables provides the ability to simultaneously change field values of multiple items using multi-item update

**Note:** The SOK uses Multi-Item Update to change payment terms of pending items only. Multi-Item Update cannot be used for more than one customer at a time. The changes to the payment terms are applied after AR Update has run. Updates to the payment terms will only be seen on the **Item List** page, and not on the original item entered.

**Item List Page:**

Use this page to change the payment terms for selected customer items.

Page Name	Navigation
Item List Page	Accounts Receivable > Customer Accounts > Item Information > Item List > Item Action > Multi-item Update

---

**Participant Notes:**

### Multi-item Update

**Fields to Update**












<input type="checkbox"/> Credit Analyst	To: <input type="text"/> 
<input type="checkbox"/> Collector	To: <input type="text"/> 
<input type="checkbox"/> Sales Person	To: <input type="text"/> 
<input type="checkbox"/> AR Specialist	To: <input type="text"/> 
<input type="checkbox"/> Broker ID	To: <input type="text"/> 
<input type="checkbox"/> Deduction Reason	To: <input type="text"/> 
<input type="checkbox"/> Dispute Reason	To: <input type="text"/> 
<input type="checkbox"/> Collection Reason	To: <input type="text"/> 
<input type="checkbox"/> Due Date	To: <input type="text"/> 
<input type="checkbox"/> Payment Method	To: <input type="text"/> 
<input type="checkbox"/> Payment Terms	To: <input type="text"/> 

Figure 10. Multi-item Update Page

---

#### Participant Notes:

Fields	Description
Payment Terms	The SOK will only use this field on this page. Use this field to enter the new payment terms for the items(s).

Table 8. Multi-item Update Page Description



### Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: *Entering Multi-Item Updates*.

### Topic 3: Maintenance Worksheets

- **Cleaning Up Accounts** – A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to clean up posted items. You use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.
- **Debit and Credit Memos** – In SMART Receivables, maintenance items can be credit or debit memos (AR351), invoices (AR353 and 354), adjustments, on-account payments, or prepayments (AR352). Maintenance features of SMART Receivables enable you to offset debits and credits.
  - **Debit Memo:** This is processed through Pending Items > Accounts Receivable Update > Receivables Maintenance
  - **Credit Memo:** This is processed through Pending Items > Accounts Receivable > Receivables Maintenance
  - Credit and Debit memos must be created as new pending items. These pending items are not available on the Maintenance Worksheet until AR Update has been successfully run.
- **Item Account Entries** – SMART enables you to create online accounting entries for maintenance worksheet transactions. You can review these entries on the **Accounting Entries** page before they are processed in the background. The only accounting entries you can edit online for items on a worksheet are those

---

### Participant Notes:



that are user-defined for write-offs. Accounting entries for matched items are system-defined and therefore not editable.

**Worksheet Selection Page:**

Use this page to specify customer and item information that should appear on the worksheet. You can specify customer criteria, a reference criterion, or a combination of customer and reference criteria. You can select a range of item IDs and a single customer ID as your search criterion. You can also select all items for a customer without narrowing your search to the selected item IDs. SMART uses criteria information to retrieve all items matching the selection criteria when the worksheet is built.

**Page Name**

**Navigation**

---

**Participant Notes:**

Worksheet Selection	Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Add New Value
---------------------	--

Worksheet Selection
Worksheet Matches

Worksheet Business Unit: 17300    Worksheet ID: NEXT

**Customer Criteria**

\*Customer Criteria: None

Customer Reference: Find | View All First 1 of 1 Last

Cust ID:  Business Unit:

Name:

Remit SetID:     Remit From ID:

Corporate SetID:     Corporate ID:     Rate Type: CRRNT

MICR ID:  [Link MICR](#)    Accounting Date: 11/23/2009

**Reference Criteria**

\*Reference Criteria: None

\*Restrict to: All Customers

\*Match Rule: Exact Match

Item Reference: Customize | Find | View All First 1 of 1 Last

Qual Code	Reference	To Reference	
<input type="text"/>	<input type="text"/>	<input type="text"/>	+ -

Anchor Business Unit:

**Item Inclusion Options**

☒ All Items

☐ Exclude Deduction Items

☐ Deduction Items Only

☐ Exclude Collection Items

☐ Items in Dispute Only

☐ Exclude Dispute Items

**Item Selection Filter**

Accounting Date From:  B1

Accounting Date To:  B1

AR Specialist:

Deduction Reason:

Broker ID:

**Worksheet Action**

Build
Clear

Created Date/Time:

Number of items in worksheet: 0

Worksheet Selection    [Worksheet Application](#)    [Worksheet Action](#)

Save
Notify
Refresh

Add
Update/Display

[Worksheet Selection](#) | [Worksheet Matches](#)

Figure 11. Worksheet Selection Page

## Participant Notes:



Fields	Description
Customer Criteria	Use this field to select the type of customer information you want to include in the worksheet. When selected, SMART creates a worksheet based on your other selection criteria and does not limit items to specific customers. Customer Reference fields are available after selecting a customer criteria.
Cust ID	Use this field to enter the customer ID
Business Unit	Use this field to enter the agency specific business unit
Reference Criteria	Specify whether you will use a <i>Specific Value</i> , <i>None</i> , or a <i>Range of References</i> . If you select either <i>Range of References</i> or <i>Specific Value</i> , you enter information in the <b>Item Reference</b> fields. If you click the <b>Detail Reference</b> link to enter reference information, the <b>Reference Criteria</b> field displays <i>Detailed References</i> .
Restrict to	Select to qualify items by customer. Values are <i>All Customers</i> , <i>Corporate Cust Only</i> , <i>Customer Only</i> , and <i>Remit Cust Only</i> .

Table 9. Worksheet Selection Page Elements

**Worksheet Application Page:**

Use this page to match or settle open items.

**Note:** The Net amount of all credits and debits must be zero for the worksheet to balance and post.

Page Name	Navigation
Worksheet Application	Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Add New Value > Build

---

**Participant Notes:**

### Worksheet Application

Unit: AR-BI    Worksheet ID: 12
Currency: USD    Accounting Date: 06/30/2009
Reason Code:  [Anchor Information](#)

Item Action
Row Selection
Display Control

Entry Type:  Reason: 
Choice:  Range:  
Display:

Item List												Customize   Find   View All   <input type="button" value="First"/> 1-8 of 11 <input type="button" value="Last"/>	
Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer			
1	<input checked="" type="checkbox"/>	102.00	USD	0000000075		MC	<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
2	<input type="checkbox"/>	50.00	USD	0000000126			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
3	<input type="checkbox"/>	750.00	USD	0000000131			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
4	<input type="checkbox"/>	272.00	USD	0000000133			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
5	<input type="checkbox"/>	2,000.00	USD	0000000139			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
6	<input type="checkbox"/>	227.20	USD	0000000141			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
7	<input type="checkbox"/>	500.00	USD	1			<input type="text"/>	<input type="text"/>	AR-BI	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	
8	<input type="checkbox"/>	500.00	USD	12345			<input type="text"/>	<input type="text"/>	00200	MBTEST	<input type="button" value="+"/>	<input type="button" value="-"/>	

[Group View](#)
[Revenue Distribution](#)

**Balance**

Dr: 0.00	Cr: 0.00	Adj: 0.00	Net: 0.00	WO: 0.00	Ref: 0.00
----------	----------	-----------	-----------	----------	-----------

[Worksheet Selection](#)
[Worksheet Application](#)
[Worksheet Action](#)

Figure 12. Worksheet Application Page

Fields	Description
Sel. Check Box	Select the items you wish to update
Item ID	When adding a new item to the worksheet to balance the worksheet, enter the item ID : XXX-DR, XXX-CR, or XXX-New.

## Participant Notes:





Fields	Description
Automatic Entry Type	This field defines how SMART assigns Entry Types (write-offs, payment on account) and Entry Reasons to pending items that are being paid or maintained. Automatic Entry Types are used on worksheets (payment, maintenance, and transfer). The combination of Automatic Entry Types and Reason Codes provide the line of distribution for each pending item that is entered in SMART.

*Table 10. Worksheet Application Page Elements***Worksheet Action Page:**

Use this page to select a posting action for the worksheet or to create and review accounting entries. This page enables you to delete a worksheet, create accounting entries online for the worksheet, or delete accounting entries.

Page Name	Navigation
Worksheet Action	Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Add New Value > Build > Worksheet Action Link

---

**Participant Notes:**

### Worksheet Action

Unit: 33300    Worksheet ID: 59
Accounting Date: 09/17/2009

---

**Worksheet Action**

Delete Worksheet

Delete Maintenance Group

**Status: Do Not Post**

Posting Action

Action: Do Not Post OK

**Accounting Entry Action**

Create/Review Entries

[Worksheet Selection](#)    [Worksheet Application](#)    Worksheet Action

Save

Return to Search

Previous in List

Next in List

Notify

*Figure 13. Worksheet Action Page*

#### **Accounting Entries Page:**

Use this page to review/create accounting entries for one item at a time. Accounting entries must be created before selecting a posting action.

Page Name	Navigation
Accounting Entries Page	Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Add New Value > Build > Worksheet Action Link > Create/Review Entries

---

#### **Participant Notes:**

Worksheet Control
Accounting Entries

Group Unit: 33300      Group ID: 59

Accounting Entries

Item ID: TEST WS      Line:      Entry Type

Bus. Unit: 33300      Customer: 0000050037      SubCust

Amount: -2,450.00      Currency: USD

Complete

Distribution Lines

ChartFields
Currency Details
Additional Details
Journal Reference Information

Line	GL Unit	Ledger Grp	Ledger	*Type	Amount	Dept
2	33300	ACTUALS	ACTUALS	Offset	2,450.00	
100	33300	ACTUALS	ACTUALS	AR	-2,450.00	

Lines: 2    DR: 2,450.00    Currency: USD    CR: 2,450.00

Save
Return to Search
Notify

[Worksheet Control](#) | [Accounting Entries](#)

*Figure 14. Accounting Entries Page*

**Worksheet Action Page:**

Use this page to set the maintenance worksheet to Batch Standard.

---

**Participant Notes:**

### Worksheet Action

Unit: 33300    Worksheet ID: 59
Accounting Date: 09/17/2009

---

**Worksheet Action**

Delete Worksheet

Delete Maintenance Group

**Status: Do Not Post**

Posting Action

Action: Do Not Post OK

**Accounting Entry Action**

Create/Review Entries

[Worksheet Selection](#)    [Worksheet Application](#)    Worksheet Action

Save

Return to Search

Previous in List

Next in List

Notify

*Figure 15. Worksheet Action Page*



### Walkthrough/Activity

We will now complete Activity 3: Maintenance Worksheet in your Activity Guide.

### Topic 4: Unposting Item Groups

- You can only unpost groups if AR Update has successfully processed them.  
 Unposting creates a new group that is the exact opposite (reversal) of the original

---

### Participant Notes:



group. The unpost group creates a new unpost item activity and new accounting entries for each item that it is unposting.

- After the group has been set to post, it is best practice to review the unposted accounting entries
- After AR Update has run, and the unposting is successful, the available item(s) cannot be located for “matching”. You are able to view them when you view all pending items, but you are not able to update the item(s).
- If AR Update has not run, groups for which you selected the Batch Standard posting action are not really posted. In that case, select the Do Not Post posting action on the Action page to prevent the groups from posting. You do not need to unpost the groups.

**Group Control Page:**

Use this page to review groups that are posted based on a combination of search criteria and link to the appropriate unpost page.

---

**Participant Notes:**

Page Name	Navigation
Group Control	Accounts Receivable > Receivable Update > Unpost Groups > Online Group

Group Control
Options
Action

Group Unit: 33300      Group ID: 16

---

Acctg Date: 07/24/2009      Approved By:

Group Type: B      Billing      Control Currency: USD

Origin ID: OBILL      OnlineBill      Format Currency: USD

Totals		Control Data	
Control:	600.00 *Count: 2	Received:	07/24/2009
Entered:	600.00 Count: 2	Entered:	07/24/2009
Difference:	0.00 Count: 0	Posted Date:	08/04/2009
Posted:	600.00 Count: 2	Assign:	FMSARTEAMLEAD
		User:	FMSARTEAMLEAD

Group Status

Edit Status: Edited      Accounting Entries: Balanced

Balanced: Yes      Posting Action: Do Not Post

Posting Status: Complete

Save    Return to Search    Previous in List    Next in List    Notify

Group Control | Options | Action

Figure 16. Group Control Page

## Options Page:

Use this page to modify the accounting date or the unpost reason prior to unposting any groups.

Page Name	Navigation
Options	Accounts Receivable > Receivable Update > Unpost Groups > Online Group > Options Tab

## Participant Notes:

Group Control

Options

Action

Unit: 33300

Group ID: NEXT

Description: Unpost

---

☒ Keep Original Document Type

Unpost Reason:

Accounting Date: 
☐ Edit Accounting Date

Save

Return to Search

Previous in List

Next in List

Notify

[Group Control](#) | [Options](#) | [Action](#)

Figure 17. Options Page

Participant Notes:



Fields	Description
Unpost Reason	Use this field to enter a reason for reference purposes. For example, you might want to indicate that you are unposting a payment group because a check was returned due to insufficient funds. The four SOK values for Unpost Reason are <i>NSF (Non-Sufficient Funds)</i> , <i>Wrong Cust (Wrong Customer)</i> , <i>Wrong Inv (Wrong Invoice)</i> , and <i>Retrnd Chk (Returned Check)</i> .

Table 11. Options Page Elements

**Action Page:**

Use this page to select an action for an Unposting group. You can review the accounting entries of the unposted items after AR Update has run.

Page Name	Navigation
Action	Accounts Receivable > Receivable Update > Unpost Groups > Online Group > Action Tab

---

**Participant Notes:**



Group Control
Options
Action

Unit: 33300
Unpost Group ID: NEXT
Description: Unpost
Accounting Date: 07/24/2009

Action: Do Not Post

Group Action

Delete Unpost

Posting Action

Action: Do Not Post OK

Accounting Entry Actions

Review Unpost Now

Save
Return to Search
Previous in List
Next in List
Notify

[Group Control](#) | [Options](#) | [Action](#)

*Figure 18. Action Page*



### Walkthrough/Activity

We will now complete Activity 4: Unposting Groups in your Activity Guide.

### Topic 5: Unposting Maintenance Groups

- SMART enables you to unpost maintenance groups only after AR Update has successfully posted them. Unposting creates a new group that is the exact opposite of the original group. The unpost group creates a new unpost item activity and new accounting entries for each items that is unposting.

---

### Participant Notes:

- After the group has been set to post, it is best practice to review the unposted accounting entries. This is the same process as listed in unposting item groups from Topic 5.

### Maintenance Group Page:

Use this page to add a group and enter control totals and data.

Page Name	Navigation
Group Control	Accounts Receivable > Receivables Update > Unpost Groups > Maintenance Group

Group Control

Options

Action

---

Group Unit:

33300

Group ID:

50

---

Acctg Date:

09/16/2009

Approved By:

FMSSTUEL

Group Type:

M

Maint

Control Currency:

Origin ID:

PS\_AR

PS AR

Format Currency:

USD

Totals

Control:

0.00

\*Count:

2

Entered:

0.00

Count:

2

Difference:

0.00

Count:

0

Posted:

0.00

Count:

2

Control Data

Received:

09/16/2009

Entered:

09/16/2009

Posted Date:

09/16/2009

Assign:

FMSSTUEL

User:

FMSSTUEL

Group Status

Edit Status:

Edited

Balanced:

Yes

Posting Status:

Complete

Accounting Entries:

Balanced

Posting Action:

Do Not Post

Save

Return to Search

Notify

[Group Control](#) | [Options](#) | [Action](#)

Figure 19. Group Control Page

### Participant Notes:



### Walkthrough/Activity

We will now complete Activity 5: Unposting Maintenance Groups in your Activity Guide.

### Lesson Review

In this lesson, you learned:

- How to change a payment term
- How to apply debit and credit memos to each other
- How to maintain and review worksheets using debit/credit memos and write-offs
- How to process a multi-item update
- How to unpost an item group
- How to unpost maintenance groups



### Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids—Payment and Pending Item Inquiry  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

---

### Participant Notes:

## Lesson 4: Transferring Receivables

### Objectives

Upon completion of this lesson, you will be able to:

- Build a transfer worksheet
- Update a transfer worksheet by creating and posting data
- Use transfer worksheet actions

### Topic 1: Using Worksheet Actions

- **Building a Transfer Worksheet:**
  - A transfer worksheet is a workspace for transferring an expected bad debt or an open item from one customer to another. You can access only those open items that have been posted.
  - Customers must be in the same business unit for transferring receivables
- **Updating Data on a Transfer Worksheet:**
  - You can add or change items on a transfer worksheet. In addition, you can enter general or specific customer and item criteria depending on the scope of information you want on the worksheet.
- **Using Transfer Worksheet Actions:**
  - You can select a posting option for the transfer worksheet depending on your requirements

**Note:** You cannot transfer pending items on a transfer worksheet from one business unit to another.

**Note:** If this process is done correctly, the FROM customer will not have the item in their customer items anymore, and it will be transferred to the new TO customer.

---

### Participant Notes:

### Transfer Selection:

Use this page to create a new worksheet, modify an existing one, and select items to include in the worksheet. When transferring receivables, this is the page where you put the customer ID that the item is coming FROM.

Page Name	Navigation
Transfer Selection	Accounts Receivable > Receivables Maintenance > Transfer Worksheet > Create Worksheet

#### Transfer Selection

Unit: AR-BI    Transfer ID: NEXT

---

##### Customer Options

\*Customer Criteria: None

Cust ID:  Find

Name: \_\_\_\_\_

Remit SetID: \_\_\_\_\_

Corporate SetID: \_\_\_\_\_

Customer Reference: Find | View All First 1 of 1 Last

Business Unit:  Find

Remit From: \_\_\_\_\_

Corporate: \_\_\_\_\_

---

##### Reference Options

\*Reference Criteria: None

\*Restrict to: All Customers

\*Match Rule: Exact Match

Reference Information: Customize | Find | View All First 1 of 1 Last

Qual Code	Reference	Range for Reference Value
<span style="border: 1px solid #ccc; width: 100px;"></span> <span style="font-size: 0.8em;">Find</span>	<span style="border: 1px solid #ccc; width: 100px;"></span> <span style="font-size: 0.8em;">Find</span>	

---

##### Item Inclusion Options

☒ All Items

☐ Exclude Deduction Items

☐ Deduction Items Only

☐ Exclude Collection Items

☐ Items in Dispute Only

☐ Exclude Dispute Items

---

##### Worksheet Action

Build Clear

Build Doubtful

Created Date/Time: \_\_\_\_\_

Items: 0

---

Worksheet Selection
[Worksheet Application](#)
[Worksheet Action](#)

Save
Notify

Add
Update/Display

Figure 20. Transfer Selection Page

### Worksheet 1 Page:

Use this page to indicate the TO customer that receives the items. Notice the action used to post a Transfer worksheet is the same process as Maintenance worksheets.

### Participant Notes:

Page Name	Navigation
Worksheet 1	Accounts Receivable > Receivables Maintenance > Transfer Worksheet > Create Worksheet > Worksheet Application Link

Worksheet1 **Worksheet2**

Unit: AR-BI    Transfer ID: 78    [Control Distribution ID](#)

Transfer to  
Business Unit     Customer     Name:   
City:     State:

Row Selection

Range Select:

Display Control

Display:

Item List

Detail 1

Detail 2

Detail 3

Detail 4

Detail 5

Detail 6

Customize | Find | View All |    First  Last

Remit Seq	Sel	Unit	Customer	Item ID	Line	Item Balance	To Unit	To Cust ID	Base	Rate Type	Exch Rt
1	<input type="checkbox"/>	AR-BI	MURIAH	0000000122		-200.00 USD			-200.00 USD	CRRNT	1.00000000
2	<input type="checkbox"/>	AR-BI	MURIAH	0000000166		240.00 USD			240.00 USD	CRRNT	1.00000000
3	<input type="checkbox"/>	AR-BI	MURIAH	0000000167		50000.00 USD			50000.00 USD	CRRNT	1.00000000
4	<input type="checkbox"/>	AR-BI	MURIAH	0000000168		500.00 USD			500.00 USD	CRRNT	1.00000000
5	<input type="checkbox"/>	AR-BI	MURIAH	233		10.00 USD			10.00 USD		1.00000000

Balance

Beg Amount:	150,560.72	Beg Count:	8	Rem Amount:	150,560.72	Rem Count:	8	Sel Amount:	0.00	Sel Count:	0
-------------	------------	------------	---	-------------	------------	------------	---	-------------	------	------------	---

[Worksheet Selection](#)    Worksheet Application    [Worksheet Action](#)

Worksheet1 | [Worksheet2](#)

Figure 21. Worksheet 1 Page



## Walkthrough/Activity

We will now complete Activity 6: Using Transfer Worksheets in your Activity Guide.

---

## Participant Notes:



### Walkthrough/Activity

We will now complete Activity 7: Updating Data on the Transfer Worksheet in your Activity Guide.

### Lesson Review

In this lesson, you learned:

- How to work with transfer worksheets
- How to use transfer worksheet actions



### Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

---

### Participant Notes:



## Lesson 5: Account Aging and Communication

### Objectives

Upon completion of this lesson, you will be able to:

- Define Aging and Dunning
- Run the Aging Summary by Unit Report
- Run the end-to-end process for customer statements
- Run the end-to-end process of Dunning letters including processing and printing



### Key Terms

- **Aging** – The process of allowing a user to view the time that has passed since customers were billed or a pending item was established
- **Dunning** – The process of methodically communicating with customers to ensure the collection of accounts receivable

---

**Participant Notes:**



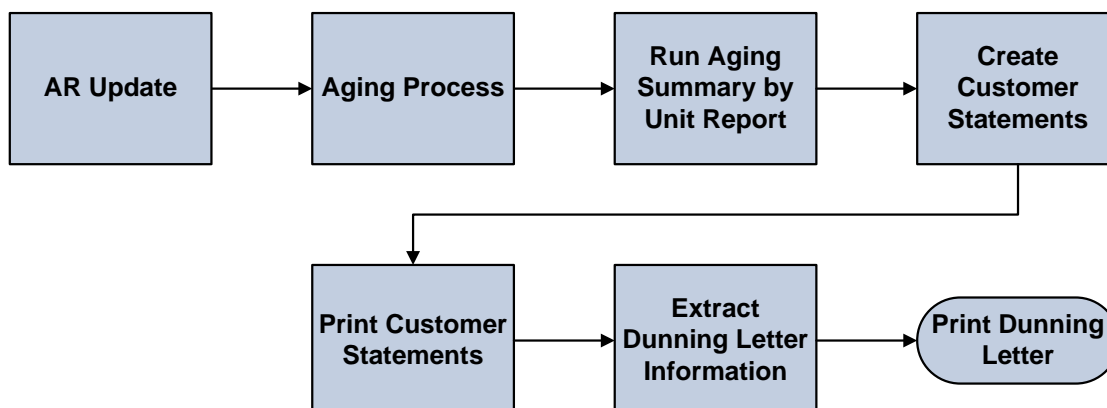


Figure 22. End-to-End Aging and Dunning Process

### Topic 1: Aging Summary Report

- The Aging process updates summary aging information that appears on various inquiry pages. Agencies rely on aging to identify delinquent accounts and to assess possible cash flow issues.
- The Aging Process, which is a central process that runs once a month, must be completed before moving forward with any Aging and Dunning process. There is no user action required for the Aging Process.
- The Aging process automatically processes all customers in a business unit.
  - Each agency can run the Aging Summary By Unit Report
- The Aging process also updates the Due and High Due history IDs
  - **High Due history ID** – is the highest amount the customer has ever owed the agency. This allows agencies to determine the risk level of customer.
  - **Due** – is the current amount past due

---

### Participant Notes:

### Aging Summary By Unit Page:

Use this page to define the run parameters for the Aging Summary by Unit report. Use the report to see aged open balances for every customer in a business unit.

Page Name	Navigation
Aging Summary By Unit	Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt

### Aging Summary By Unit

Run Control ID: AgeSummUnit\_012610

[Report Manager](#)
[Process Monitor](#)
Run

Language: English

**Report Request Parameters**

As of Date: 01/26/2010 BT

SetID: SOKID State of Kansas

Aging ID: STD Standard Aging

Amount Type: Base Curr ▼

Rate Type: CRRNT Current Rate

\*Display Option: Include All ▼

System Activity
Customize | Find | View All | 1 of 1 First Last

*Business Unit	Description
17300	Department of Administration

Save
Notify

Add
Update/Display

*Figure 23. Aging Summary By Unit Page*

---

### Participant Notes:

Fields	Description
As of Date	This field defaults to the current system date.
Set ID	Use this field to enter the shared Set ID of SOKID. Do Not leave this field blank.
Aging ID	Use this field to enter the SOK Aging ID of <i>STD</i> .
Amount Type	Keep this field at <i>Base Currency</i> .
Rate Type	Leave this field blank. The SOK only uses one rate type, <i>CRRNT</i> .
Display Option	Use this field to select from the following: <i>Collections Only</i> , <i>Deductions Only</i> , <i>Disputes Only</i> , and <i>Include All</i> . <i>Include All</i> is the default, and gives a more comprehensive report.
Business Unit	Use this field to enter your agency specific business unit.

Table 12. Aging Summary By Unit Page Field Descriptions



### Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Running the Aging Summary by Unit Report.

### Topic 2: Processing and Printing Customer Statements

- SMART enables you to generate customer statements on a regular schedule for many customers or a single statement for only one customer
- Customer statements are based on current customer balances and open item information, which are updated by the AR Update process
- Printing customer statements is an optional process, and should be based on agency specific scenarios

---

### Participant Notes:

## Statements Parameters Page:

Use this page to define the run parameters for the Customer Statements.

Page Name	Navigation
Statements Parameters	Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

Statements Parameters

Currency to Convert

Run Control ID: DAILY1
[Report Manager](#)
[Process Monitor](#)
[Run](#)

Language: English

Report Request Parameters

As of Date:

09/18/2009

31

Unit:

33300

Sample State Agency

SetID:

33300

Sample State Agency

Customer:

Correspondence Customer:

Statement Group:

All Statement Groups

Balance Forward Due Date:

09/18/2009

31

☒ Open Item

☐ Open Item Include Drafts

☒ Balance Forward

☐ Balance Forward Re-run

[Save](#)
[Return to Search](#)
[Previous in List](#)
[Next in List](#)
[Notify](#)
[Refresh](#)
[Add](#)
[Update/Display](#)
[Statements Parameters | Currency to Convert](#)

Figure 24. Statements Parameters Page



## Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Processing and Printing Customer Statements.

## Participant Notes:

**Topic 3: Processing and Printing Dunning Letters**

- SMART Receivables uses Dunning letters to communicate to customers their account receivable balance, items that make up their balance, and the age of the items in their account. Dunning letters are created to alert customers of overdue items and expedite the collection of outstanding accounts receivable. Expediting the collection of outstanding accounts receivable enhances the cash flow of agencies.
- To generate Dunning letters for specific customers, you need to run a single, two-step process

**Note:** Dunning Letters can also be run based on Dunning Group ID, and Printing Dunning letters is optional, and should be based on agency specific scenarios.

**Dunning Letters Parameters Page:**

Use this page to specify the extract parameters and run the AR Dunning process or the Dunning Letters multiprocess job.

Page Name	Navigation
Dunning Letters Parameters Page	Accounts Receivable > Customer Interactions > Dunning Letters > Extract Dunning Letter Info

---

**Participant Notes:**

Dunning Letters Parameters
Display Currency

Run Control ID: DAILY1
[Report Manager](#)
[Process Monitor](#)
Run

Language:

English

**Report Request Parameters**

As of Date:  BT

SetID:  Q Sample State Agency

Unit:  Q Sample State Agency

Customer ID:  Q Muriah Baker

Correspondence Customer:  Q

Dunning Group: 

All Groups

☐ Use Severest Dunning Letter  
☒ Use Modest Dunning Letter

Save
Return to Search
Notify
Refresh

Add
Update/Display

[Dunning Letters Parameters](#)
[Display Currency](#)

*Figure 25. Dunning Letters Parameters Page*

---

**Participant Notes:**

Fields	Description
Dunning Groups	Use this field to specify All Groups or select a specific Dunning Group ID. You assign customers to a dunning group on the Correspondence Options page in customer creation.
Dunning Letter	There are two types of Dunning Letters that can be selected, <i>Severe</i> or <i>Modest</i> . Agencies have the ability to choose between the letter types for agency/customer specific scenarios. The SOK default is <i>Severest</i> however, the SOK recommends using <i>Modest</i> .

Table 13. Dunning Letters Parameters Page Elements



### Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Processing and Printing Dunning Letters.

### Lesson Review

In this lesson, you learned:

- How to define key terms for aging and dunning
- How to run the Aging Summary by Unit Report
- How to run the Aging Summary by Chartfield Report
- How to run the end-to-end process for customer statements
- How to run the end-to-end process of dunning letters including processing and printing

---

### Participant Notes:



### **Walkthrough/Activity**

We will now complete Activity 8: Aging Summary Report and Customer Statements in your Activity Guide.



### **Additional Resources**

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids—Running the Dunning Process by Group ID  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

---

**Participant Notes:**





## Lesson 6: Collections and Exceptions Management

### Objectives

Upon completion of this lesson, you will be able to:

- View customer history
- View customer account information including activity summary, item statuses, accounting entries, single item entries, item payments, and outstanding item payments
- View item groups
- Dispute an item and add a conversation

### Overview:

- **Analyzing Customer Accounts** – Analyzing individual customer accounts is the process of determining how well customers maintain their accounts. You use customer analysis to make decisions about an agency's accounts receivable and collection policies and facilitate planning and budgeting. You can also use customer analysis to help minimize the agency's exposure to bad debt. After customer accounts are established and activity begins, invoices are posted and payments are made on the invoices. Customer accounts are then analyzed to verify that they have a good history of invoice payment. You may also want to know about the most recent activity and any previous conversations with the customer.
- When analyzing customer accounts you have ability to view items in groups or individually (single). When viewing those items, SMART allows you to analyze many different types of information. Some examples are
  - Accounting Entries
  - Disputes
  - Collections
  - Payment History
  - Due Dates

---

### Participant Notes:

## Topic 1: Viewing Customer History

### Customer History Page:

Use this page to view both user-defined history and system-defined (SMART) history. SMART stores customer history based on the fiscal years and periods that are defined on the Detail Calendar page.

Page Name	Navigation
Customer History	Accounts Receivable > Customer Accounts > Customer Information > Customer History

History
History Chart

SetID:  Unit:  Customer:  [Muriah Baker](#)

[Add A Conversation](#)

History ID:  \*History:

Balance: 8,165.00 USD Aged: 09/21/2009

Past Due: 5,590.00 USD Posted: 09/17/2009

Customer History					Customize	Find	View 4	First	1-9 of 9	Last
Year	Period	History ID	Description	Tot Ave Days	Weight	Currency	Count			
2009	9	CURRENTDUE	Current Due	0.00	4,440.00	USD	8			
2009	9	FUTUREDUE	Future Due	0.00	2,575.00	USD	3			
2009	9	HI_BAL_AMT	High Balance Amount	0.00	9,805.00	USD	1			
2009	8	HI_BAL_AMT	High Balance Amount	0.00	4,805.00	USD	1			
2009	7	HI_BAL_AMT	High Balance Amount	0.00	2,300.00	USD	1			
2009	9	HI_CURRENT	High Current Balance	0.00	4,440.00	USD	8			
2009	9	HI_FUTURE	High Future Due	0.00	2,975.00	USD	4			
2009	9	HI_PAST	High Past Due	0.00	1,150.00	USD	2			
2009	9	PASTDUE	Past Due	0.00	1,150.00	USD	2			

[History](#) | [History Chart](#)

Figure 26. Customer History Page

### Participant Notes:

Fields	Description
History ID	Use this field to select the type of customer history you wish to review

Table 14. Customer History Page Elements



## Walkthrough/Activity

We will now complete Activity 9: Analyzing a Customer Account in your Activity Guide.

## Topic 2: Customer Account Overview

### Account Overview Component:

Use this page to view various customer balances, the most recent item and payment activity, and summarized aging information. Click links to view detailed information such as customer items, item statuses, item activity, accounting entries, and credit data, dispute status.

Page Name	Navigation
Account Overview	Accounts Receivable > Customer Accounts > Customer Information > Account Overview

---

## Participant Notes:

Balances
Profile
Customer Action
Customer Trend 1
Customer Trend 2
Customer Trend 3

SetID: STATE Unit: AR-BI Customer: MBTEST MB TEst \*Level: N Search

[Add A Conversation](#)
[View/Update Conversations](#)

Most Recent Activity

	Item ID	Date	Amount	Currency
<a href="#">Item ID:</a>	009	07/14/2009	100.00	USD
<a href="#">Payment:</a>	002	07/14/2009	900.00	USD

	Count	Amount	Currency
<a href="#">Pay History Days:</a>		0.00	
<a href="#">Credit Limit:</a>		0.00	USD
<a href="#">Balance:</a>	15	56,591.92	USD
<a href="#">Past Due:</a>	15	56,591.92	USD
<a href="#">Deductions:</a>	0	0.00	USD
<a href="#">Disputed:</a>	0	0.00	USD
<a href="#">Doubtful:</a>	0	0.00	USD
<a href="#">Collections:</a>	0	0.00	USD
<a href="#">Vendor Balance:</a>	0	0.00	USD
<a href="#">Draft Amount:</a>	0	0.00	USD
<a href="#">High Balance YTD:</a>		0.00	USD
<a href="#">Sales YTD:</a>		0.00	USD
<a href="#">Last Year Sales:</a>		0.00	USD

[View Adjusted Balance](#)
[Pay Balance by Credit Card](#)

Summary Aging
Find | View All First 1-3 of 3 Last

<a href="#">03 31-60</a>	1	300.00	USD
<a href="#">04 61-90</a>	1	750.00	USD
<a href="#">05 91-120</a>	13	55,541.92	USD

[Aging Chart](#)

Figure 27. Account Overview Page

## Participant Notes:

**Item List Page:**

By selecting the Item List link on the Profile page of the Account Overview component, you can view customer profile information and use links to view in-progress payments and outstanding items (Open/Closed/Dispute/Collections). This page also allows you to select the individual accounting entries or single items for review/update.

By selecting Closed from the Status drop-down, you can refine your search for payments. Closed items are items that have been paid or applied on a worksheet.

By looking at the entry type, you can see the action taken on the item, which could be a Payment (PY) Debit (DR), or a Credit (CR).

Page Name	Navigation
Item List	Accounts Receivable > Customer Accounts > Customer Information > Account Overview > Profile > Item List Link

---

**Participant Notes:**

Item List
Advanced Search

SetID:     Unit:     Customer:         \*Level:

[Advanced Search](#)

\*Status:     [Add A Conversation](#)    [View/Update Conversations](#)    [Account Overview](#)

Row Selection  
 Range:

Item Action  
 Select Action...

Item List													
Seg Nbr	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<a href="#">002</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
2	<a href="#">003</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
3	<a href="#">004</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
4	<a href="#">005</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
5	<a href="#">006</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
6	<a href="#">007</a>	2	AR-BI	MBTEST	Closed	IMMED	IN	OTHER	07/14/2009			USD	
7	<a href="#">OA-004</a>	2	AR-BI	MBTEST	Closed			OA	OVER	07/14/2009		USD	
8	<a href="#">WAO-007</a>	2	AR-BI	MBTEST	Closed			AO		07/14/2009		USD	

**Search Result Totals**

Debits:	9	Debit Amount:	Currency:	USD
Credits:		Credit Amount:	Currency:	USD
Total:	9	Total Amount:	Currency:	USD
Selected:			Selected Currency:	

Figure 28. Item List Page

### Item Detail Component:

Use this page to change payment options for an item, put an item in dispute or collections, mark an item as a deduction, and assign item owners.

---

### Participant Notes:

Page Name	Navigation
Detail 1 Component	Accounts Receivable > Customer Accounts > Customer Information > Account Overview > Profile > Item List Link > Item Link

Detail 1
Detail 2
Detail 3
Item Activity
Item Accounting Entries
Item Audit History

Unit: AR-BI  
Item ID: 1

Customer: 0000000005 Ashley Ross  
Line:

Days Late: -30

Status: Closed

---

Accounting Date: 07/02/2009  
Balance: 0.00 USD

Entry Type: IN  
Entry Reason: OTHER  
AR Distribution Code: AR

Billing Unit:  
Original Amount: 1,000.00 USD

**Discount Options**

Due Date: 08/01/2009      Due Days:

Terms: NET30      Discount Days:

Discount Amount:       Date:

Discount Amount 1:       Date 1:

☐ Always Allow Discount

As Of Date: 07/02/2009      Posted: 07/06/2009

**Customer Relations**

☐ Dispute      Reason:       Date:  B1

Dispute Amount:

☐ Deduction      Reason:       Date:  B1

☐ Doubtful

☐ Collection      Code:       Date:  B1

Analyst: STATE      State Credit Analyst

Collector: STATE      State Collector

Sales Person: CRJ      Criminal Justice

AR Specialist:

**Payment/Draft Options**

Payment Method: Check

Draft Type:       ☐ Preapproved?

Direct Debit Profile ID:       ☐ Create Document?

☐ One Item per Draft?

**Other Options**

☒ Revaluation Flag      ☒ Available for Netting

[Split](#)      [Add A Conversation](#)

OK
Cancel
Apply
Refresh

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

Figure 29. Detail 1 Page

### Item Activity Page:

Use this page to review all activity records for an item, including payments against an item.

### Participant Notes:

Page Name	Navigation
Item Activity	Accounts Receivable > Customer Accounts > Customer Information > Account Overview > Profile > Item List Link > Item Link > Item Activity Tab

Detail 1
Detail 2
Detail 3
Item Activity
Item Accounting Entries
Item Audit History

Unit: AR-BI      Customer: [0000000005](#)Ashley Ross  
Item ID: 3      Line:      Days Late: -30      Status: Closed

---

Balance: 0.00    USD

Item Activities
Find | View All    First 1-2 of 2 Last

Sequence: 1  
Entry Type: IN    Reason: OTHER  
Document:  
Group Unit: AR-BI    Group ID: [22](#)

Accounting Date: 07/02/2009  
Worksheet Reason:  
Payment

Posted Date: 07/02/2009  
Voucher ID:  
Amount: 1,000.00    USD

Sequence: 2  
Entry Type: PY    Reason:  
Document:  
Group Unit: AR-BI    Group ID: [24](#)

Accounting Date: 07/02/2009  
Worksheet Reason:  
Payment

Posted Date: 09/23/2009  
Voucher ID:  
Amount: -1,000.00    USD

Group Unit: AR-BI    Group ID: [24](#)    Payment ID: [3](#)

[Split](#)      [Add A Conversation](#)

OK
Cancel
Apply
Refresh

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

Figure 30. Item Activity Page

#### Item Activity From A Payment Page:

Selecting the **Payment ID** link takes you to the **Item Activity from a Payment** page in a new window. This page reviews all items paid by a single payment.

Page Name	Navigation
Item Activity From A Payment	Item Activity Tab > Payment ID link > New Window

#### Participant Notes:



Item Activity From A Payment

Deposit Unit: AR-BI

Deposit ID: 1001

Group ID: 24

---

Acctg Date: 07/02/2009

Posted Date: 09/23/2009

---

Payment ID: 3

Payment Amount: -999.00 USD

---

\*Display Amount Switch:

Payment Amount

Item Activity

Customize | Find | View All | First 1-2 of 2 Last

Activity 1

Activity 2

Activity 3

Unit	Customer	Name	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
AR-BI	0000000005	Ashley Ross	3		PY		3	-1,000.00	USD
AR-BI	0000000005	Ashley Ross	AU-7		AU		3	1.00	USD

Total: 2

Total Amount: -999.00

Currency: USD

Return to Search

Notify

Figure 31. Item Activity From A Payment Page

### Item Accounting Entries Page:

Use this page to view the accounting entries for each item activity.

Page Name	Navigation
Item Accounting Entries	Close New Window > Item Accounting Entries Tab

### Participant Notes:

Detail 1
Detail 2
Detail 3
Item Activity
Item Accounting Entries
Item Audit History

### Activity Accounting Entries

Unit: AR-BI      Customer: 0000000005 Ashley Ross  
 Item ID: 3      Line:      Days Late: -30      Status: Closed

---

Balance: 0.00 USD

**Accounting Line Display**  
☒ Standard   
 ☐ Supplemental (Entry Event)   
 ☐ Both   
 Display

Item Activity

Seq: 2    Entry Type: PY    Acctg Date: 07/02/2009    Amount: -1,000.00    [Revenue Estimate](#)

Accounting Lines

Accounting Information
Line Information
Document
Journal Reference Information
[...]

Line	Type	Ledger Group	Ledger	GL Unit	Account	Fund Code	Department	Program Code	Class Field	Budget Reference	PC Business Unit
1	Standard	ACTUALS	ACTUALS	00200	111100						
100	Standard	ACTUALS	ACTUALS	00200	139000						

[Split](#)      [Add A Conversation](#)

OK
Cancel
Apply
 Refresh

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

*Figure 32. Item Accounting Entries Page*

### Topic 3: Viewing Item Groups

- Group** – During customer analysis, questionable accounts and/or items may be found. In order to resolve these questions, you must research detailed information. There are single documents that can have multiple items attached to them. For example, one check can pay many invoices, one purchase order can be attached to several bills of lading and invoices, or one sales order can have multiple shipments and invoices. You may need to research groups of items that relate to one another.

#### Item Activity From a Group Page

Use this page to view activity for all items in a group.

---

#### Participant Notes:

Page Name	Navigation
Item Activity From A Group	Accounts Receivable > Customer Accounts > Item Information > Item Activity From A Group

### Item Activity From A Group

Group Unit: 33300 Posted Date: 07/29/2009  
Group ID: 7  
\*Display Customer Switch: Customer ID \*Display Amount Switch: Entry Amount

Item Activities							Customize   Find   View All	First 1-2 of 2 Last
Unit	Customer ID	Item ID	Item Line	Entry Type	Reason	Entry Amount	Currency	
1 33300	0000050063	001		IN	SVC	177.78	USD	
2 33300	0000050064	002		IN	MAINT	152.78	USD	

Total Items: 2 Group Amount: 330.56 Currency: USD

Save Return to Search Previous in List Next in List Notify

Figure 33. Item Activity From A Group Page

#### Topic 4: Disputing Items and Adding a Conversation

- SMART Receivables enables you to put items in dispute based on internal agency notification or customer notification.

##### Detail 1 Page:

Use this page to change payment options for an item, put an item in dispute or collections, mark an item as a deduction, and assign item owners.

---

#### Participant Notes:

Page Name	Navigation
View/Update Item Details	Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Detail 1
Detail 2
Detail 3
Item Activity
Item Accounting Entries
Item Audit History

Unit: 33300      Customer: [0000050037](#) Muriah Baker

Item ID: 458996      Line:      Days Late: 39      Status: Open

---

Accounting Date: 07/15/2009

Balance: 600.00      USD

Entry Type: IN      Billing Unit:

Entry Reason: OTHER      Original Amount: 600.00      USD

AR Distribution Code: AR

**Discount Options**

Due Date:       Due Days:

Terms:       Discount Days:

Discount Amount:       Date:

Discount Amount 1:       Date 1:

☐ Always Allow Discount

As Of Date:       Posted: 07/29/2009

**Customer Relations**

☐ Dispute      Reason:       Date:  BT

Dispute Amount:

☐ Deduction      Reason:       Date:  BT

☐ Doubtful

☐ Collection      Code:       Date:  BT

Analyst:       John Berkowitz

Collector:       Don Davies

Sales Person:       Monroe, Edward

AR Specialist:

**Payment/Draft Options**

Payment Method:  [Pay By Credit Card](#)

Draft Type:       ☐ Preapproved?

Direct Debit Profile ID:       ☐ Create Document?

☐ One Item per Draft?

**Other Options**

☒ Revaluation Flag      ☒ Available for Netting

[Split](#)      [Item Action](#)      [Add A Conversation](#)

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

Figure 34. View/Update Item Details Page

---

## Participant Notes:



Fields	Description
Dispute	Select this box to put the item in dispute
Reason	Use this field to enter the dispute reason
Dispute Amount	Use this field to enter the disputed amount

*Table 15. View/Update Item Details Page Elements***Conversations Page:**

This page allows you to add or view conversation entries for the item.

Page Name	Navigation
Conversations	Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Add a Conversation Link

---

**Participant Notes:**

Conversations
References
Attachments

SetID: SHARE    Business Unit: 33300    Customer: 0000050037 Muriah Baker  
\*Status: New    \*Description: Dispute Conversaion  
Subject: ORDER    Sub-Topic:

**Review**  
Review Days: 1    Date: 09/23/2009 31  
User: FMSSTUEL Done  
☒ Supervisor Review    Status: New

**Follow Up**  
Action: Call Done  
User ID:  Done  
Letter:     Date:

**Reference Amount**  
Amount:     Currency: USD 31  
Promise Date:  31  
Confidence:

**Keywords**  
Keyword1: Dispute    Keyword2:     Keyword3:

Add Conversation

**Conversation Entries**
Find | View All    First 1 of 1    Last

Date/Time: 09/22/09 2:40PM    User: FMSSTUEL    ☐ Visible    Edit Entry  
Contact ID: BI\_Contact    Telephone:     Extension:   
\*Comments: 

Muriah called as said he was charged the incorrect amount.

OK
Cancel
Apply
 Refresh

[Conversations](#) | [References](#) | [Attachments](#)

Figure 35. Conversations Page

Fields	Description
Status	Use this field to select the status of the conversation: <i>New</i> , <i>Open</i> , or <i>Closed</i>
Description	Use this field to enter the description of the dispute
Subject	Use this field to select from the following conversation subjects: <i>Delayed Payment</i> , <i>Payment</i> , <i>Questions</i> , or <i>Order</i>

### Participant Notes:

**Participant Guide**

Fields	Description
Review Days	You can set the conversation up for review in a specified number of days or have the supervisor review it. The system assigns the supervisor associated with the user profile for the individual to review the conversation.
Supervisor Review	Select this checkbox if supervisor review is necessary
Action	Select the type of follow-up action for the customer
Keyword	Use this field to enter a keyword that would classify the type of comment
Contact ID	Use this field to enter the customer contact information to record with whom you spoke
Comments	Use this field to enter the text that you want to record for the conversation

*Table 16. Conversations Page Elements***References Page:**

Use this page to link a conversation with a reference, such as an invoice, purchase order, or receivables item.

Page Name	Navigation
References	Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Add a Conversation Link > References Tab

---

**Participant Notes:**

Conversations
References
Attachments

SetID: SHARE    Business Unit: 33300    Customer: 0000050037    Muriah Baker  
Date: 09/22/2009    Description: Dispute Conversaion    Status: New  
Subject: ORDER    Subject Topic:    ☐ Include Closed Information

Related Transactions    [Customize](#) | [Find](#) | [View All](#) | [First](#) | [1 of 1](#) | [Last](#)

Qualifier

[Conversations](#) | [References](#) | [Attachments](#)

Figure 36. References Page

Field	Description
Include Closed Information	Use this filed to associate closed items in Receivables with the conversation

Table 17. References Page Field Description



### Walkthrough/Activity

We will now complete Activity 10 & 11: Disputing Items in your Activity Guide.

### Lesson Review

In this lesson, you learned:

- How to view customer history

---

### Participant Notes:





- How to view customer account information including activity summary, item statuses, accounting entries, single item entries, item payments, and outstanding item payments
- How to view item groups
- How to dispute an item and add a conversation



### Walkthrough/Activity

We will now complete Activity 12: Analyzing Customer Accounts in your Activity Guide.



### Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Glossary  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Accounts Receivable and Billing Business Process Flows  
<http://www.da.ks.gov/smart/training/coursematerials/>
- SMART Accounts Receivable and Billing Job Aids  
<http://www.da.ks.gov/smart/training/coursematerials/>
- Department of Administration Accounts and Reports  
<http://www.da.ks.gov/ar/>

---

### Participant Notes: